



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
HEADQUARTERS 13TH CORPS SUPPORT COMMAND
FORT HOOD, TEXAS 76544-5070
COMMAND POLICY
NUMBER 5

AFVG-CG (100)

5 August 2005

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Open Door Policy

1. PURPOSE. To prescribe procedures for personnel of this command to express their opinion or state personal grievances, unresolved by their chain of command.

2. APPLICABILITY. Headquarters, 13th Corps Support Command and all subordinate units.

3. PROPONENT. The proponent for this policy is the Command Sergeant Major, 13th COSCOM.

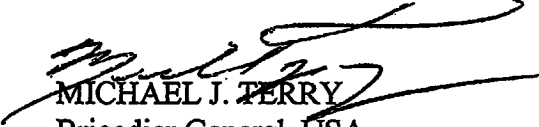
4. POLICY.

a. I am available to hear the concerns of any individual to include Soldiers, family members, and civilian employees. Matters of urgent importance may be presented at any time. Junior enlisted personnel and NCOs should coordinate my availability with the COSCOM Command Sergeant Major.

b. An effective military organization must have a chain of command that works. This means that leaders at all levels must be sensitive to the needs and problems of their Soldiers and that they assist in solving problems. All Soldiers are expected to operate with the utmost professionalism and loyalty. I expect the chain of command at all levels below me be given the opportunity to resolve a problem before it is presented to me. If the perception is such that your "chain" is not responsive or that the problem can only be solved at my level, then my door is open to you IAW paragraph 4a above.

5. SUPERSESSSION. This policy supersedes Command Policy Memorandum Number 4, dated 15 March 2002.

6. EXPIRATION: This policy memorandum expires 4 August 2007.


MICHAEL J. PERRY
Brigadier General, USA
Commanding